**Resident Rights**

**Competency**

Leader’s Guide

**Resident Rights Leader’s Guide**

**Leader’s Guide**

**Guidance and Background**

Skilled Nursing residents have certain rights and protections the support the provision of series and activities to attain or maintain the highest practicable physical, mental and psychosocial well-being of each resident, placing strong emphasis on individual dignity and self-determination.

Leaders in skilled nursing facilities set the tone and culture as it relates to resident rights and their ability to exercise their rights. The regulations located at **§483.10(a) lay** the foundation for the resident rights requirements in long term care facilities. Each resident has the right to be treated with dignity and respect. All activities and interactions with residents by any staff, temporary agency staff or volunteers must focus on assisting the resident in maintaining and enhancing his or her self-esteem and self-worth and incorporating the resident’s, goals, preferences, and choices. When providing care and services, staff must respect each resident’s individuality, as well as honor and value their input.

Staff knowledge, understanding and competency related to resident rights is a top priority. It is important that all staff understand the expectations of the regulations and their respective roles and responsibilities. Organizational Leaders will need to ensure competency of all staff members as it relates to resident rights and include such training and competency skills verification upon hire and annually at a minimum. Training should be designed using information from the Facility-wide Resource Assessment as well as other training sources.

Organizational leaders will need to ensure competency of all staff members as it relates to resident rights. Adequate resources for the program will need to be evaluated using information from the Facility-Wide Resource Assessment including:

* Staff Resources
  + All staff - all departments
* Documentation Considerations
  + Assessment/Evaluation of Resident preferences and needs
  + Social Services
  + Admission and Preadmission
  + Individualized Care Plans and Communication of Resident desires
  + Availability of materials to file grievances
  + Resident Council/Family Council notes and follow up
  + Assessment/Evaluation forms
  + Care planning
  + Postings
  + Financial resources
  + Ombudsman
* Education
  + All Health Center Team Members
  + Volunteers
  + Agency Staff
  + Contractors
* Evaluation and Monitoring
  + Resident/Representative Satisfaction
  + Maintenance and cleanliness of the environment
  + QAPI processes including the review of grievances, complaints, and audits of satisfaction
* Supplies and Equipment, Etc.
  + Activities/Therapeutic Recreation
  + Physicians, Physician extenders, Psychologists, Pharmacists
  + Volunteers

**Resources**

Centers for Medicare and Medicaid Services (CMS) State Operations Manual, Appendix PP. Guidance to Surveyors for Long Term Care Facilities: <https://www.cms.gov/Regulations-and-Guidance/Guidance/Manuals/downloads/som107ap_pp_guidelines_ltcf.pdf>

Centers for Medicare & Medicaid Services Long-Term Care Facility Resident Assessment Instrument 3.0 User’s Manual, Version 1.16. October 2018: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/NursingHomeQualityInits/MDS30RAIManual.html>

LTC Survey Pathways (Download)

<https://www.cms.gov/medicare/provider-enrollment-and-certification/guidanceforlawsandregulations/nursing-homes.html>